

PATENT APPLICATON NO.: 09/901,078
ATTORNEY DOCKET: 47004.000089

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application Number : 09/901,078 Confirmation No.: 7083
Applicant : Rebecca SIEGEL, et al.
Filed : July 10, 2001
Title : SYSTEM AND METHOD FOR SUPERVISING ACCOUNT MANAGEMENT OPERATIONS
TC/Art Unit : 3624
Examiner: Stefanos Karmis

Docket No. : 47004.000089
Customer No. : 21967

MAIL STOP AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Sir:

In accordance with 37 C.F.R. §§ 1.97 and 1.98, and in compliance with the duty of disclosure set forth in 37 C.F.R. § 1.56, applicants submit attached Form PTO-SB/08A (modified) for consideration and request the references cited therein be made of record by the U.S. Patent and Trademark Office in the above-captioned application.

In accordance with 37 C.F.R. § 1.98(a)(2)(ii), copies of cited U.S. patents and/or U.S. patent application publications under 35 U.S.C. 371, are not being provided.

Applicants respectfully point out that the submission of the listed references in this Information Disclosure Statement is not an admission that they are prior art or that they are material to patentability of any claims of the application. Also, the submission of this Information Disclosure Statement is not an indication that a search has been made by Applicants.

For the convenience of the Examiner in considering the cited references, a copy of each of the cited references is enclosed with this communication. In considering the cited references, it may be noted by the Examiner that certain of the references may contain markings, underlinings, and/or other notations. These markings, underlinings, and/or other notations are not to be construed as drawing the Examiner's attention either to selected parts or away from

other parts of the cited references. Any such markings were either present on the copies of the cited references obtained by the associated individuals, or were made thereon during the study of the references by the associated individuals.

Consideration of the foregoing plus the prompt return of a copy of the enclosed Form SB/08A with the Examiner's initials in the left column in accordance with MPEP 609 are respectfully requested.

This Information Disclosure Statement is being submitted after the mailing of a non-final Office Action, but is believed to be prior to a final Office Action or a Notice of Allowance. Accordingly, the Patent and Trademark Office is authorized to charge the fee amount specified in 37 C.F.R. § 1.17(p) of \$180.00 to Deposit Account No. 50-0206. If the payment of this fee is in error, the Commissioner is hereby authorized to charge any fee deficit or credit any fee overpayment to the undersigned's Deposit Account No. 50-0206.

Respectfully submitted,

HUNTON & WILLIAMS LLP

Dated: June 15, 2006

By:



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Substitute for form 1449A/PTO		Application Number	09/901,078
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		Filing Date	July 10, 2001
		First Named Inventor	Rebecca Siegel, et al.
		Art Unit	3624
		Examiner Name	Stefanos Karmis
Sheet	1 of 8	Attorney Docket Number	47004.000089

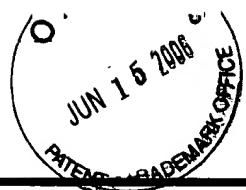
U.S. PATENT DOCUMENTS

*Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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	2.	US 2001/0032159	10-18-2001	Starkman	
	3.	US 2001/0032176	10-18-2001	Starkman	
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	15.	US 4495018	01-22-1985	Vohrer	
	16.	US 4633397	12-30-1986	Macco	
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	18.	US 4722054	01-26-1988	Fukushima	
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	23.	US 4812628	03-14-1989	Boston	
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(use as many sheets as necessary)

Sheet

2 of 8

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	25.	US 4926255	05-15-1990	Von Kohorn	
	26.	US 4932046	06-05-1990	Ross	
	27.	US 4948174	08-14-1990	Thomson et al.	
	28.	US 4972504	11-20-1990	Daniel Jr.	
	29.	US 4974878	12-04-1990	Josephson	
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	40.	US 5383113	01-17-1995	Knight	
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Sheet	3 of 8	Attorney Docket Number	47004.000089

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	50.	US 5561707	10-01-1996	Katz	
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	52.	US 5583759	12-10-1996	Geer	
	53.	US 5594791	01-14-1997	Szlam et al.	
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Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet

4 of 8

Application Number

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Art Unit

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Substitute for form 1449A/PTO

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(use as many sheets as necessary)

Sheet

5 of 8

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Art Unit

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Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet

6 of 8

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Art Unit

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(use as many sheets as necessary)

Sheet	7 of 8	Attorney Docket Number	47004.000089
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		Country Code Number- Kind Code (if known)				YES/NO
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OTHER DOCUMENTS - NON-PATENT LITERATURE DOCUMENTS

*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION YES/NO
155.		Delivering the Right Information to the Right Resource or Every Customer Interaction; Intelligent Callrouter, www.geotel.com/solutions/icr/default.htm , 1998, 1 page	
156.		Keep the Change Savings Service, Bank of America, Retrieved from the internet on 1/27/2006 at < https://www.bankofamerica.com/deposits/checksave/apps/ktc/ktc_terms.cfm >	

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	157.	COMPUTER TELEPHONY SOLUTIONS, The Customer Interaction Specialists, Computer Telephony Solutions, Internet, 05/25/1999	

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